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PeopleCert Membership

User Guide



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01

Introduction to PeopleCert Membership



Become a PeopleCert Member and Turn Learning Into a Lifetime Adventure!

PeopleCert Membership is our commitment to lifelong learning and professional excellence. It represents **a vibrant community of professionals** beyond traditional learning boundaries, in pursuit of continuous learning and career advancement.

PeopleCert Membership is equipping you with the tools and skills you need to **take your career to the next level** and stand out among your peers!



02

Benefits of PeopleCert Membership



CERTIFICATION SUPPORT

MockExam^L

Get prepped for success with a Mock Exam

Test your knowledge under exam conditions to alleviate stress, build confidence and ensure you do your best on exam day.

Take²

Sit your exam stress-free with Take2

Maximize your chances of success while enjoying peace of mind, knowing that you'll get a second chance if you don't get a satisfactory result on your first try.



Take advantage of Learning & Exam Resources

Find Exam Tips & Tricks, Video Tutorials, Glossaries, Quick Reference Guides alongside everything else you might need to support you as you discover new learning paths, frameworks, certifications and training opportunities.



Harness the Power of Digital Badges

Display your achievements using digital badges.



Keep Your Certifications Current

Maintain your certifications by earning Continuous Professional Development (CPD) points.

CONTINUOUS PROFESSIONAL DEVELOPMENT SUPPORT



Skill Up with Professional Resources

Access a library of templates, tools, templates, job profiles, and guides for ITSM and Project Management.



Excel with Practice Guides

Utilise the 34 ITIL 4 Practice Guides and attend the respective Masterclass series to learn how to apply them. Gain exclusive access to the PRINCE2 7 AI Practice Guide.



Masterclass series and webinars

Participate in masterclasses and webinars, connect with your peers, learn from industry experts, and earn CPD points at the same time!



Enhance Decision-Making with Reports and Case Studies

Accelerate your decision-making by utilising reports and case studies for digital governance and transformation.



Be 'In the Know' with Articles & Blogs

Stay updated with industry news and professional development topics, from Market Trends to Expert Interviews, Soft Skills, and Professional Development.



03

How do I become a Member?



PeopleCert Membership is accessible to everyone!

Everyone with a **PeopleCert username and password** is now part of the PeopleCert family and has access to our free resources **as an Essential member**.

Members that want to make the best out of their membership, are invited to **upgrade to our Plus model**. As a **Plus member**, you get **full access to our tools and resources**, as well as the opportunity to promote your achievements, and keep your certifications current by collecting Continuous Professional Development points!

Here's how it works:



Are you a PeopleCert account holder?

Whether you have sat for an Exam with PeopleCert or have created an account in the past, **you are already a PeopleCert Essential member!**

Just **log in with your existing PeopleCert credentials** and navigate through the abundance of **free material available** to you.

Upgrade to our Plus plan and get full access to a wealth of resources.



Do you want to join as a new member?

Just visit peoplecert.org/membership, select between the **Essential and Plus plans** and start exploring the benefits of PeopleCert Membership for your career!

If you have an Exam Voucher from one of our Accredited Training Organisations, please redeem your voucher through the PeopleCert Candidate Account.



04

Membership Options



We welcome everyone interested in participating in the PeopleCert community.

The **PeopleCert Membership** offers **two plans: Essential and Plus**



Essential Plan

Free for anyone with a PeopleCert account.

With your Essential Plan, you are able to manage all the certifications, training, and exam material you have acquired either from peoplecert.org or via an Accredited Training Organisation. It also gives you access to an abundance of **free content** to kickstart your learning journey and professional development.



Plus Plan

Available upon a **monthly or annual subscription**, this plan offers you **full access to exclusive content** designed to help you excel in your profession, further develop your skills, and enhance your decision-making process! Plus Members also have access to **exclusive webinars and masterclasses**, and to the **CPD** platform to keep their certificates current and share their achievements, profile and digital badges.



05

PeopleCert Membership Features



5.1 Overview



The **Overview area** is your starting point for PeopleCert Membership. Here you can:

- › redeem your Exam voucher from an Accredited Training Organisation
- › schedule your Exam and access any Exam related information
- › get started and stay updated with important resources

In the Overview area you will also be prompted to complete your Profile. This information is mandatory. It is essential for sitting your Exam and will also help us provide you with a more personalised and helpful experience in all your interactions with PeopleCert.

5.2 My Resources



The **Resource Hub** is your gateway to a wealth of content and tools, all designed to enhance your professional skills and career progression. Explore our diverse categories:

› **Learner Resources**

Jumpstart and elevate your learning with a mix of **Syllabi, Tips & Tricks, Sample Papers, Video Tutorials, Glossaries, and Quick Reference Guides**. Perfect for mastering existing frameworks or exploring new ones.

› **Practitioner Resources**

Access a suite of expert-designed tools to optimise your work outcomes. This includes **ITIL 4 Practice Guides** to help you in designing and monitoring services, **Templates for key processes** like communication plans and RACI matrices, and detailed **Job Role profiles**. Plus, get exclusive access to the **PRINCE2 7 AI Practice Guide!**

› **Research, Case Studies & Reports**

Delve into our collection of **industry research, benchmarking reports, and real-life case studies**. These resources are essential for informed decision-making in governance and digital transformation.



› **Articles**

Stay informed and ahead with a rich selection of articles covering Enterprise Topics, Market Trends, Expert Interviews, and Soft Skills. These resources are crucial for ongoing professional development.

› **Webinars**

Engage with industry leaders in our frequent live webinars, discussing the latest industry trends and hot topics.

Easily explore PeopleCert Membership resources with these convenient features:

1. Filtering Options

› **by Resource Type**

Select topics within each category that match your interests.

› **by Certificate**

Find resources relevant to specific PeopleCert Certifications.

2. Search functionality

Quickly locate resources using keywords in the search bar.

3. Bookmarking

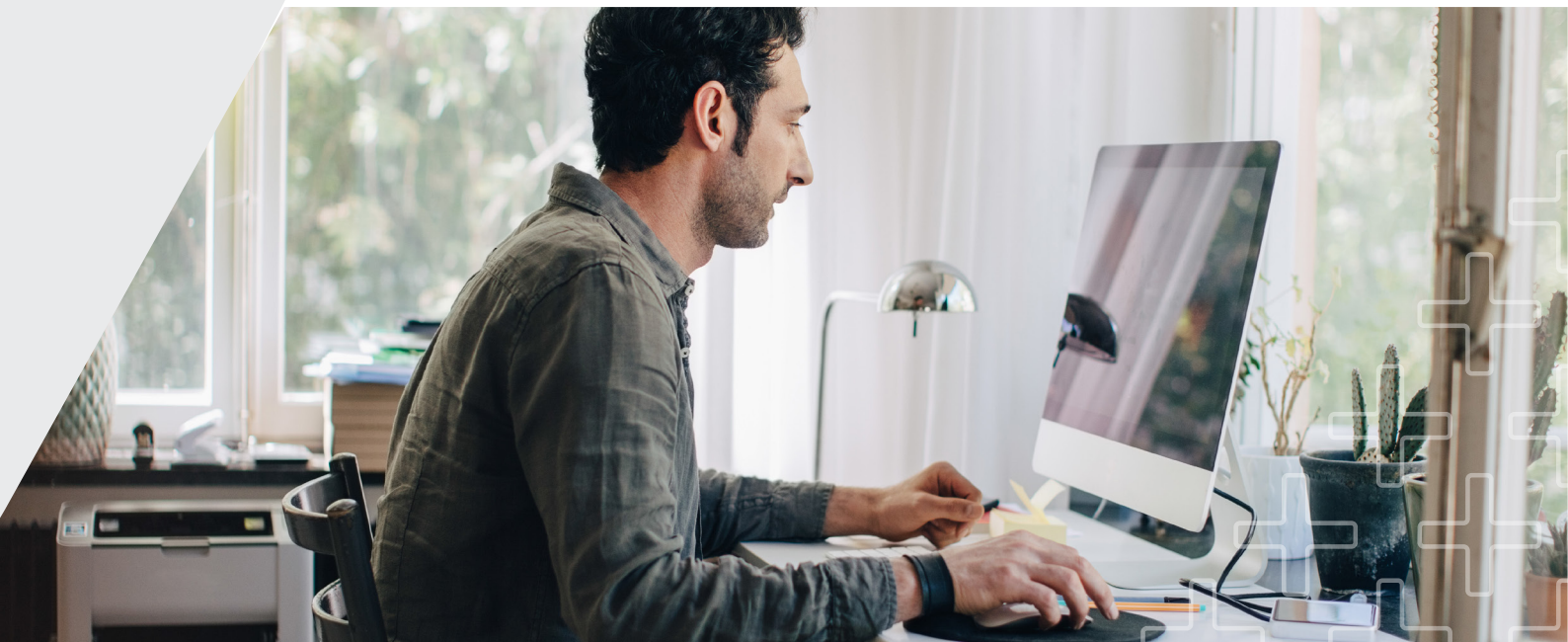
Save resources for later review with the bookmark feature.

4. Liking Resources

Contribute to the community by liking valuable content, helping others identify useful resources.

5. Sharing

Amplify your learning experience by sharing resources on social media.



5.3 My Certificates



My Certificates is the place to manage all your PeopleCert Certifications, CPDs, and Digital Badges.

Certifications

> Overview

Easily view all your PeopleCert certifications.

> Status Check

Each certificate's status is displayed with a colour-coded bar and label (ACTIVE, NOT CURRENT) for quick reference.

> Direct Access

Click "**View Certificate**" to see individual certificates.

Click "**Hard Copy Request**" to obtain a physical copy of your certificate with the "Get hard copy" option.

> CPD Logging

Record your Continuous Professional Development (CPD) points via the "**Log CPD**" button.

Continuous Professional Development (CPD)

> Tracking

In your CPD area you can view every certificate that you have already acquired against the PeopleCert's four Recertification Suites.

By clicking the "+" button, on the right side of every Suite, you can view your CPD track record.

> CPD Management

In each year of the timeline, you must add the amount of CPD points required to keep your certificates current, even after the end of their expiration date.

To add CPD points, just click the "**Add CPD**" button and complete the form with the necessary input. For detailed information, you can also visit our CPD guide and PeopleCert's policy around recertification.

In case you are not eligible to add CPDs for a certificate, you will get a "**Sit an Exam**" message.



PeopleCert Membership introduces new ways to **share your achievements with the world!** Not only can you share your Certification and Digital Badges (via shareable links, downloads, and through your social media platforms or email signature), you can also build and share your Public Profile with the information and achievements you select.

› **Your Public Profile**

Your Personal Profile is a special area in your PeopleCert Membership which you can build up by adding your profile picture and the Digital Badges you wish to promote.

› **How to build your Public Profile**

Promote your achievements across various platforms. Share your Digital Badges on social media, in emails, or as direct links. You can also download them for offline use.

Once you complete these actions, this information will show up on your Public Profile.

› **Sharing your Public Profile and your Digital Badges**

By default your Public Profile is not activated, meaning that **no one apart from you can view it.**

To **activate and share** your Public Profile, visit your Personal Info page and change the Profile status to **Active.** You can now share the link to your Public Profile with anyone in your Professional network.

Once you activate your PeopleCert Public Profile, you have **full control of when and where you share your achievements.** You can also select to share either your whole Profile or each Digital Badge individually from your Public Profile.

Activating your Profile can be an essential step to engage with other professionals within the PeopleCert Membership global community, accompanied with the protection of your personal data.

5.4 My Trainings



Access all active **Official Training Materials**.

5.5 Exam History



Exam History hosts all your past exams, either Certification Exams or Mock Exams in chronological order.

From Exam History you can review your results, download your statement of results, or share it via email to an organisation, an academic institution, or specific people.



06

Managing your Membership



6.1 My Membership



Access the Memberships section for a user-friendly and informative interface, equipped with all necessary tools to **review your current plan**, Essential or PeopleCert Plus.

- › **Stay informed about your Renewal Date**
- › **Upgrade or Downgrade**
- › **Select Monthly or Annual Payments**
- › **Manage your Payment Information**

6.2 Purchase History



In your **Purchase History** you can review all the **details of your orders** with PeopleCert and download a receipt in .PDF format.

6.3 Personal Information



This is where you can manage and edit the information you share with PeopleCert.

- › **Upload Profile Pic**
Set your Public Profile status to Active or Inactive.
- › **Copy the link to your Public Profile**
and share with the world.
- › **Fill in your Personal Information and Address**
which are used for examination purposes.
- › **Complete your Profession and Additional Info section**
which will help us provide you with a more personalised experience.
- › **Grab your Candidate ID**
for any communications with PeopleCert.

Thank you for considering PeopleCert Membership for your professional growth. Our team is ready to assist with any inquiries or support you might need. For further information, please **contact us at customerservice@peoplecert.org**.

We're excited to be a part of your learning journey and look forward to helping you achieve your career goals!





peoplecert.org | info@peoplecert.gr

